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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/895,456	06/29/2001	Anil Kumar Annadata	M-11830 US	9005

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EXAMINER

TIEU, BENNY QUOC

ART UNIT PAPER NUMBER

2642

DATE MAILED: 12/23/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

DETAILED ACTION

Response to Amendment

1. Applicant's amendment filed on Oct. 31, 2005 has been entered. Claims 1, 15, 23, and 27 have been amended. Claims 10, 20, 24, and 28 have been canceled. Claims 37 has been added. Claims 1-9, 11-19, 21-23, 25-27, and 29-37 are still pending in this application, with claims 1, 15, 23, and 27 being independent.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 1-9, 11-19, 21-23, 25-27, and 29-37 are rejected under 35 U.S.C. 102(e) as being anticipated by Broughton et al. (U.S. Patent Application Publication No. 2003/0018702).

Regarding claims 1, 13-15, 23, 25, 27, and 29, Broughton et al. teach a method, apparatus, system, and a database structure of routing work items in a multi-channel communication queuing system, the method, apparatus, system, and a database structure comprising:

forming a list of routes, wherein each route includes information related to the type of communication media available along the route for handling one or more of the work items (see [0030]-[0031]); and

entering one or more escalation rules for a route, wherein each of the escalation rules comprises a definition of processing for a work item along the route (see [0032]-[0034]).

Regarding claim 2, Broughton et al. further teach the method wherein each route further includes information indicating whether the route is active (see [0100]).

Regarding claim 3, Broughton et al. further teach the method wherein each route further includes information related to the priority of the route (see [0032]).

Regarding claim 4, Broughton et al. further teach the method wherein each route further includes information related to whether work items can be handled real-time (see [0045]).

Regarding claim 5, Broughton et al. further teach the method wherein each route further includes information related to the service level for work items handled on the route (see [0112]).

Regarding claim 6, Broughton et al. further teach the method wherein each route further includes information related to the number of work items that can be assigned to the route (see [0109]).

Regarding claims 7, 9, 12, 17, 19, and 22, Broughton et al. further teach the method and apparatus comprising entering one or more properties for the route (see [0128]).

Regarding claims 8, 11, 18, and 21, Broughton et al. further teach the method and apparatus comprising combining two or more of the properties of the route using a boolean operator (see Fig. 9A).

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Regarding claims 16, 26, and 30, the limitations of the claims are rejected for the same reasons as set forth in the rejection of claims 2-6 above.

Regarding claims 31 and 32, see [0030].

Regarding claim 33, Broughton et al. further teach the system wherein the queuing engine is operable to determine the level of agent skill required to handle each work item, and to assign each work item to one of the one or more agents based on the level of skill required (see [0113]).

Regarding claim 34, Broughton et al. further teach the system wherein the queuing engine is operable to determine a category for each work item, and to assign each work item to one of the one or more agents based on the category of the work item (see [0109]).

Regarding claim 35, Broughton et al. further teach the system wherein the queuing engine is operable to determine a recipient for each work item, and to assign each work item to one of the one or more agents based on the recipient of the work item (see [0103]).

Regarding claim 36, Broughton et al. further teach the system wherein the queuing engine is operable to determine the amount of time that a work item has been waiting to be assigned to an agent, and to escalate the search for an agent to handle the work item based on the escalation rules (see [0042]).

Regarding claim 37, Broughton et al. further teach the method wherein the escalation rule further comprises: a generalization of a work item parameter, wherein the generalization expands processing options along the route (see [0026]).

Response to Arguments

4. Applicant's arguments filed Oct. 31, 2005 have been fully considered but they are not persuasive. Applicant states that Broughton provides no capacity for supplying an "escalation rule" as Applicant's claimed invention. Examiner respectfully disagrees. Clearly, Broughton et al. teach a digital multimedia contact center that implements the most appropriate processing methodology for the number of contacts expected at each service tier. As stated at [0005], Broughton et al. teach that "A tiered service model for a digital multimedia contact center assigns an entering contact to an initial service tier based on routing criteria for the contact and may escalate or de-escalate the contact to a different service tier if the routing criteria changes. The routing criteria is initially determined based on a media type associated with the contact....the allocation of the agent to contacts." Hence, a contact (a work item) from being initialed to being routed to an agent, routing criteria (escalation rule) is processed and applied based on the contact so that the contact is routed to an agent desktop for the agent.

Conclusion

5. Any response to this action should be mailed to:

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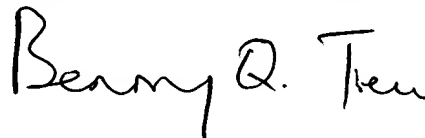
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6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benny Q. Tieu whose telephone number is (571) 272-7490. The examiner can normally be reached on Monday-Friday: 6:30AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-272-8300.

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BENNY TIEU
PRIMARY EXAMINER

Art Unit 2642
December 20, 2005